

CLAIMS

What is claimed is:

1. A method for providing communication assistance service based call alerting to an on-line data network user who has not pre-subscribed for automated data network call notification service, comprising the steps of:

receiving at a voice network resource managed by a communication assistance service entity a request from a caller in said voice network for establishment of a voice network call connection to said on-line user;

collecting call request information and establishing a call alert charging strategy relative to said caller;

notifying said on-line user of said call request via said data network;

prompting said on-line user for a call handling action;

collecting a response from said on-line user; and

processing said response such that if said response is to receive said voice network call connection, said on-line user is connected to said caller.

2. A method in accordance with Claim 1 wherein said receiving step includes receiving said call request at a voice network operator position system managed by a live communication assistance service entity and running a service package application software program.

3. A method in accordance with Claim 1 wherein said receiving step includes receiving said call request at a voice network operator position system managed by an automated communication assistance service entity and running a service package application software program.

4. A method in accordance with Claim 1 wherein said notifying step includes (a) said communication assistance service entity instructing a service package application program running on said voice network resource to issue a call alert request message containing said call request information, (b) a data network server resource being advised of said call alert request message, and (c) said data

A network server resource sending a call alert message to a data network client resource associated with said on-line user.

5. A method in accordance with Claim 4 wherein said notifying step further includes said voice network resource sending said call alert request message to an intelligent network resource, and said intelligent network resource issuing a call alert query to said data network server resource.

6. A method in accordance with Claim 5 wherein said notifying step further includes said voice network resource indicating to said intelligent network resource that said call alert request message is from said communication assistance service entity and said intelligent network resource issuing said call alert query without billing verification of said on-line user..

7. A method in accordance with Claim 5 wherein said notifying step further includes said voice network resource indicating to said intelligent network resource that said call alert request message is from said communication assistance service entity and said intelligent network resource issuing said call alert query without subscriber verification of said on-line user.

8. A method in accordance with Claim 4 wherein said notifying step further includes said data network server resource sending said call alert message to said data network client resource only upon said on-line user being verified by said data network server to be actively available for call alerting service.

9. A method in accordance with Claim 1 wherein said call alert charging strategy is a caller charging strategy implemented prior to said notifying step being performed.

10. A method in accordance with Claim 1 wherein said call alert charging strategy is a collect call charging strategy in which said on-line user is advised that collect call treatment is requested.

11. A system for providing communication assistance service based call alerting to an on-line data network user who has not pre-subscribed for automated data network call notification service, comprising:

a voice network operator position system operated by a communication assistance service entity and running a service package application software program;

a data network server resource in communication with said voice network operator position system;

said voice network operator position system being adapted to receive a request from a caller in said voice network for establishment of a voice network call connection to said on-line user;

said voice network operator position system being further adapted to receive call request information and call alert charging information input by said communication assistance entity;

said voice network operator position system being further adapted to provide notification of said request to said data network server resource, said notification including said call request information;

said data network server resource being adapted to send a call alert message to said on-line user and to receive an on-line user response;

said data network server resource being further adapted to provide notification of said response to said voice network operator position system;

said voice network operator position system being further adapted to implement a call alert charging strategy based on said call alert charging information prior to said data network server sending said call alert message to said on-line user; and

said voice network operator position system being further adapted to manage connection of said caller to said on-line user via said voice network upon said response being to receive said voice network call connection.

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12. A system in accordance with Claim 11 further including an intelligent network resource interconnecting said voice network operator position system and said data network server resource.

13. A system in accordance with Claim 12 wherein said intelligent network resource is responsive to said voice network operator position system providing notification of said call request, and is adapted to notify said data network server resource of said call request without billing verification of said on-line user.

14. A system in accordance with Claim 12 wherein said intelligent network resource is responsive to said voice network operator position system providing notification of said call request, and is adapted to notify said data network server resource of said call request without subscriber verification of said on-line user

15. A computer program product for providing communication assistance service based on-line call alerting to an on-line data network user who has not pre-subscribed for automated data network call notification service, comprising:

one or more data storage media;

program instruction means recorded on said media for:

delivering to a voice network communication assistance entity a request from a caller in said voice network for establishment of a voice network call connection to said on-line user;

receiving call request information and call alert charging information relative to said caller from said communication assistance service entity;

notifying said on-line user via said data network of said call request;

prompting said on-line user for a call handling action;

collecting a response from said on-line user; and

processing said response such that if said response is to receive said voice network call connection, said caller is connected to said on-line user via said voice network.

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16. A program product in accordance with Claim 15 wherein said delivery means and said receiving means are implemented at a voice network operator position system managed by a live communication assistance service entity and running a service package application software program that performs said receiving means.

17. A program product in accordance with Claim 15 wherein said delivery means and said receiving means are implemented at a voice network operator position system managed by a live communication assistance service entity and running a service package application software program that performs said receiving means.

18. A program product in accordance with Claim 15 wherein said notifying means is implemented at a voice network resource managed by said communication assistance service entity and at a data network server resource, and includes means in said voice network resource for generating a call alert request message containing said call request information and sending said call alert message for delivery of said call request information to said data network server resource, and means in said data network server resource for generating and sending a call alert message to a data network client resource associated with said on-line user.

19. A program product in accordance with Claim 18 wherein said notifying means is further implemented at an intelligent network resource and includes means in said intelligent network resource for receiving said call alert request message from said voice network resource and issuing a call alert query to said data network server resource.

20. A program product in accordance with Claim 19 wherein said notifying means further includes means in said voice network resource for forming said call alert request message to indicate to said intelligent network resource that

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said call alert request message is from said communication assistance service entity, and means in said intelligent network resource for issuing said call alert query without billing verification of said on-line user.

21. A program product in accordance with Claim 19 wherein said notifying means further includes means in said voice network resource for forming said call alert request message to indicate to said intelligent network resource that said call alert request message is from said communication assistance service entity, and means in said intelligent network resource for issuing said call alert query without subscriber verification of said on-line user.

22. A program product in accordance with Claim 18 wherein said notifying means further includes means in said data network server resource for sending said call alert message to said data network client resource only upon said on-line user being verified to be actively available for call alerting service.

23. A program product in accordance with Claim 15 further including means in said voice network resource for implementing said call alert charging strategy prior to said means for notifying said on-line user being implemented to provide said on-line user with said call request information.

24. A program product in accordance with Claim 22 further including means in said voice network resource for implementing said call alert charging strategy as a collect call charging strategy.